



FAA



Center for Management and Executive Leadership

Palm Coast, Florida

Guest Handbook

PLEASE DO NOT REMOVE FROM ROOM

Welcome

Welcome to the FAA Center for Management
and Executive Leadership (CMEL).

We want to make your stay as rewarding and comfortable
as possible and have provided this handbook
to give you some basic information about our Center,
the classes you may be attending,
the working and living facilities,
and recreational opportunities available to you.

If you have questions, please contact
the 24-hour receptionist at the Front Desk
by dialing “0” within the facility
or call 386-446-7000 from an outside line.

FOR EMERGENCY ASSISTANCE

**Contact CMEL Security
or the Front Desk
by dialing “33”**

Phone Contacts

	outside phone line	in-facility extension
FAA Staff		
CMEL Director	386-446-7136	7136
Program Manager for Instruction	386-446-7251	7251
Program Management Specialist-Finance ..	386-446-7154	7154
Student Services	386-446-7223	7233

Areas of Interest

CoLab Computer Facility	386-446-7145	7145
Health Awareness	386-446-7202	7202
Horizons Café	386-446-7106	7106
IT Support	386-446-7263	7263
Library Resource Center	386-446-7213	7213
Lobby FAX	386-446-7101	
Registrar	386-446-7160	7160
Security Office	386-446-7118	7118
Shipping/Receiving	386-446-7117	7117
Special Projects Coordinator	386-446-7223	7223

Contract Management Staff

Embry-Riddle Aeronautical University	386-446-7149	7149
Florida Aviation Management Development Associates	386-446-7257	7257
Ronald K. Vetter, A/V Contractor	386-446-7144	7144
Valdez International Corporation	386-446-7247	7247

Table of Contents

Section

1. What We Do and Who We Are

Statement of Purpose	1-1
Our History	1-3
Accreditation	1-5

2. Emergency / Medical / Health Services

General Emergency Procedures	2-1
Building Evacuation	2-1
Emergency Preparedness Bulletin Board	2-1
Designated Safety Zone Diagram	2-2
Fire or Explosion	2-3
Bomb Threat	2-3
Hazardous Materials	2-4
Severe Weather	2-4
Medical Care	2-5
Reporting an Injury or Illness	2-6
Palm Coast Medical Facilities	2-7
Safety and Security Measures	2-8
Health Services	2-9
Health Awareness Program	2-9
Counseling Resources	2-9
Alcoholics Anonymous or Al-Anon Meetings	2-9

Table of Contents

(continued)

Section

3. Facility Amenities and Services

Lodging Accommodations	3-1
Residence Halls and Parking Facilities	3-1
Facility Amenities	3-2
Reasonable Accommodations	3-2
Meeting and Breakout Rooms	3-2
Facility Layout Diagram	3-3
Guest Lounges	3-5
Horizons Café	3-5
Snacks	3-6
Laundry Facilities	3-6
Telephone Communications	3-7
Room Telephone Service	3-7
Courtesy Phones	3-7
Use of FTS Phones	3-7
Facsimile (FAX) Service	3-8
Phone Extensions for Guest Rooms	3-9
Computers and Network Access	3-10
Email Access	3-10
CoLab Access	3-10
Mandatory Virus Check	3-10
Personal Computers and Network Access	3-10
Usage Rules	3-11
Library Resource Center	3-13
Additional Guest Support	3-14
Copy Services	3-14
Mailing and Shipping Services	3-14
Mailing Materials Back to Your Facility	3-14

Table of Contents

(continued)

Section

4. Policies and Procedures

Registration Procedures	4-1
Check-In	4-1
Check-Out	4-1
General Security Procedures	4-2
General Security	4-2
Badge/Picture ID	4-2
Family or Guests	4-2
Facility Policies	4-3
Alcoholic Beverages	4-3
Clothing and Classroom Attire	4-3
Computer Registration	4-3
Parking	4-4
Pets	4-4
Smoking	4-4
Travel Guidance	4-5
Arrival	4-5
Departure	4-5
Lodging and Meals	4-5
Rental Cars	4-6
Incidentals	4-6
Off-site Lodging	4-6

Table of Contents

(continued)

Section

5. Recreational and Off-Site Activities

On-Site Fitness and Recreational Facilities	5-1
Hours of Operation	5-1
Bicycle Checkout	5-1
Pedestrian/Bike/Jogging Paths	5-2
Sports Equipment	5-3
Swimming Pool	5-3
Exercise Facilities	5-3
Fitness Health Trail	5-3
Health Trail Diagram	5-4
Off-Site Recreation	5-5
Golf	5-5
Tennis	5-6
Public and Municipal Facilities	5-6
Beaches	5-7
Other Sporting Activities	5-8
Sightseeing	5-9
Daytona Beach	5-9
St. Augustine	5-9
Orlando	5-10
Other Options	5-10
Shopping	5-11
Additional Activity Information	5-12
Area Lodging	5-12
Public Library	5-12
Religious Services	5-13
Restaurants	5-13
Transportation Services	5-13
Web Links	5-14
Area Map	5-17

Table of Contents

(continued)

Section

6. Additional Opportunities

Fee-for-Service Partnerships	6-1
Training Design and Delivery	6-2
Leadership Training and Course Selection	6-2
 Course and Workshop Listings	6-2
 Additional Products and Services	6-3
Workshops	6-3
Managerial Success Profile Assessment	6-3
Multimedia Production	6-4
Conference Hosting and Meeting Support	6-5
Health Awareness Education and Assessments	6-5
 The Business Inquiry Process	6-7

7. Index

Alphabetical Index	7-1
--------------------------	-----

Statement of Purpose

The statement of purpose for the Center for Management and Executive Leadership was first formulated by the Board of Regents and approved by the FAA Administrator in April 1987. It was reviewed and found current by the Management Development Steering Committee in December 1988 and reaffirmed each year thereafter, with updates made in 2000 and 2005 as follows:

The Center for Management and Executive Leadership supports the agency's continuing efforts to ensure a safe, more efficiently managed National Airspace System. Toward this end, we will create a quality learning environment that provides supervisors, managers, executives, and other designated employees with an understanding of their leadership responsibilities, and skills that enable them to:

- ✈ Manage the agency's human resources effectively;
- ✈ Accomplish program goals that enhance Organizational Performance;
- ✈ Implement the FAA Model EEO Program;
- ✈ Promote open and honest communication; and
- ✈ Encourage teamwork and employee involvement in decision making and change management.

Our History

The FAA Center for Management and Executive Leadership (CMEL) has been in existence since 1971, moving in 1987 to its present location in Palm Coast, Florida. The training facility has previously been called the Center for Management Development and the Management Training School. Currently, CMEL operates as a training unit of the Federal Aviation Administration's Academy in Oklahoma City.

The primary focus of the Center is to provide non-technical training for managers, team leaders, and executives in the FAA, emphasizing interpersonal, management, and leadership skills. As a participant in the government's franchise program, CMEL also works in collaborative partnership with FAA organizations and other government agencies to develop additional customized opportunities for their personnel.

Each year, CMEL trains thousands of students--about forty percent trained in-residence at the Palm Coast facility, with the remaining sixty percent trained at various field sites. The Center's curriculum consists of courses that focus on actual job functions to help build specific skills that are needed to improve work performance. While some courses are relatively short (one to four days), others range up to two weeks. CMEL also hosts a range of team training, conferences, and meetings throughout the year.

Working in partnership with the on-site FAA staff are four contract organizations, featuring a workforce with experience in successfully addressing the challenges facing the government.

Embry-Riddle Aeronautical University (ERAU)

ERAU leases the building and grounds to the FAA and provides facility and support services, including registration, housekeeping, maintenance, security, and food services.

The staff's main objective is to ensure CMEL visitors have a pleasant and comfortable experience to complement the classroom events. Over 750 years of combined experience in the facility care and hospitality fields go into making this group ready, able, and willing to support you and provide you with a warm and comforting home away from home. Highly skilled technicians in the construction trades, professional security/safety officers, dedicated housekeeping and landscaping personnel, talented food service specialists and, last but not least, administration and registration staff provide friendly greeting upon arrival, and work diligently for you during your stay with us.

Florida Aviation Management Development Associates (FAMDA)

As a private sector management development and training organization, FAMDA provides instructional services to design, develop, and deliver all the training provided to the FAA through CMEL. The faculty is recruited from across the country and represents 465 collective years of experience in the training and development field, including 245 years spent working directly with the FAA. Proven hands-on supervisory and/or management experience is a prerequisite for employment as a CMEL faculty member, evidenced by its cadre of former corporate Vice Presidents, Senior Executive Service members, senior military officers, team leaders, and educators. Each trainer holds a Master's degree or higher, and comes from one or more of a wide variety of academic backgrounds including Management, Education, Communications, Psychology, Organizational Development, and Engineering. The CMEL workplace clearly reflects an environment of gender and racial diversity, within a collegial and collaborative atmosphere. Extensive professional development opportunities assist the faculty in making CMEL's training products relevant and state-of-the-art.

Valdez International Corporation

Supplementing the exceptional instructional capabilities at CMEL are support personnel that provide award-winning multimedia production; library resources; health awareness; evaluation and assessment services; and logistics, document reproduction, and assembly components to augment each training experience. With a proven record of success exceeding 300 combined years, many in this group of professionals have 10-15+ years of individually supporting the FAA and its clients. Working collaboratively with the full resources of CMEL, this team provides outstanding products and service to each and every client they serve.

Ronald K. Vetter

In this age of rapid technological advances, no organization can be effective without experienced and knowledgeable IT professionals. CMEL is fortunate to claim an on-site staff of certified experts, with over 80 years combined experience in electronics, computers, network design, and technical support. This team of network administrators, systems analysts, and equipment specialists maintain and successfully resolve the constant barrage of hardware and software complexities, allowing our focus to remain on what we do – provide exceptional training solutions to government clients.

Accreditation

The FAA Center for Management and Executive Leadership is accredited by the **Commission of the Council on Occupational Education**. The accreditation process involves an extensive self-study and evaluation team visit every six years. Interim discussions, reports, and briefings are conducted annually by the Council.

For any concerns you may have about your experience with CMEL, please contact the FAA Program Manager (386-446-7251) or the CMEL Director (386-446-7136). If you need further consideration, contact the Superintendent, FAA Academy, MMAC (405-954-6900). Students having issues, concerns, and/or grievances concerning their stay at CMEL that are not settled through these FAA contacts are provided the following address and contact information.

Council on Occupational Education
41 Perimeter Center East, N.E.
Suite 640
Atlanta, GA 30346



770-396-3898
or 800-917-2081
www.council.org

General Emergency Procedures

FOR EMERGENCY ASSISTANCE

**Contact CMEL Security
or the Front Desk
by dialing “33”**

Other Emergency Contact Numbers for Use with Facility Telephones

Front Desk	Dial “0”
Security Office	Dial “7118”
Fire, Police, or Medical Services	Dial “4-911”
FAA Student Services	Dial “7223”

Building Evacuation

Upon arrival at CMEL, identify alternative routes of exit from the location of your dorm room and classroom by reviewing the displayed building evacuation posters. CMEL also assigns a **Designated Safety Zone** to every guest. Your Designated Safety Zone is based on your primary classroom number, and can be found on the diagram on page 2-2. In the event of building evacuation, an emergency alarm will sound. You must leave the building immediately via stairways. **Do not use elevators during an emergency evacuation.** Assemble in the Designated Safety Zone checkpoint locations and await further directions from security personnel.

Emergency Preparedness Bulletin Board

You will find an Emergency Preparedness bulletin board on the hallway wall, to the right of the cafeteria entrance. Updated emergency information regarding national and local threats is posted as well as current bulletins from the FAA Administrator.

EMERGENCY / MEDICAL / HEALTH SERVICES

Upon your arrival at CMEL,
review the **Designated Safety Zone** diagram
that is available in your guest room.

Personal copies are also available at the Front Desk.

Fire or Explosion

If you see or suspect a fire, notify the Front Desk or Security Office of the situation and location. Do not attempt to extinguish a fire. Leave the building by the nearest safe exit and assemble immediately at the appropriate **Designated Safety Zone** checkpoint area. If the alarm has not sounded, activate the Fire Alarm system by tripping a pull station as you leave the area.

When clear of danger, notify the security representative at your Designated Safety Zone that you have information on the incident and standby to provide applicable details to safety authorities.

Bomb Threat

If you receive a bomb threat via telephone, **do not hang up.** Listen to the caller carefully and **do not interrupt.** An envelope containing the **FAA's Threat Checklist** is fastened to each facility telephone. Pull out and use the checklist to obtain as much information as possible from the caller.

- Ask the When, Where, What, Who, and Why questions.
- Note the exact wording of the threat and time of receipt.
- Observe the characteristics of the caller's voice, language, and tone of speaking.
- Assess where the call might have been placed based on background noises.

If possible, notify someone else by signaling or writing a quick note while you are on the line with the caller. As soon as you can, notify the Front Desk or Security Office of the incident and provide your notes from the Threat Checklist. Follow evacuation orders as given and assemble in the **Designated Safety Zone** checkpoint area. When clear of danger, review the incident and complete a written record of your recollections of the call and your full contact information for later use by the authorities.

-- Take Safety Seriously --
Contact CMEL Security or the Front Desk
by dialing "33" to report all incidents

Hazardous Materials

In the event of an incident involving flammable, toxic, or otherwise harmful materials, report the location and situation to the Front Desk or Security Office. **Do not activate the Fire Alarm system** as persons evacuating the building may inadvertently pass the area of the hazard. Move a safe distance from the hazard area and attempt to direct others away from the potential danger area until proper authority is on the scene.

CMEL security and/or senior management personnel will determine if evacuation of the building is needed. If building evacuation is warranted, the alarm system will be activated and care taken to direct evacuees away from the danger area.

Severe Weather

CMEL's facility management personnel monitor severe weather threats through NOAA local weather broadcasts. However, the likelihood of severe thunderstorms and tornadoes increases from June through November in this area and you should be prepared. If you are on the facility grounds, be aware of approaching storm conditions and seek shelter immediately. In the event of extreme weather conditions, seek secure shelter in an inner corridor or stairwell of the nearest dormitory or a first floor classroom in the main building. Keep away from windows and glass doors and turn off all electronic equipment on the approach of thunderstorms.

You should also note that June 1 through November 1 is **hurricane season**. Our staff takes these threats very seriously and your safety is given top consideration. You will be amply notified of evacuations or class cancellations.

Medical Care

If you experience an illness or injury while at CMEL, please ensure that you obtain proper medical treatment. Except in those instances where others may recognize a medical emergency and act on your behalf, you are responsible for getting treated. CMEL Security Officers maintain current certifications in CPR and Basic First Aid for emergency response. However, **CMEL does not provide an on-site clinic or professional medical services.** The receptionist at the Front Desk can offer a few basic First Aid materials, such as insect repellent, ointments, ice packs, etc. that may provide you with the care and comfort you need for minor incidents.

For medical needs that need professional attention, after-hours and emergency care is available 24 hours a day at area hospitals and evening and weekend hours at local walk-in clinics. (See listing on page 2-7 and area map on page 5-15 for locations.) Several pharmacies are prominently located throughout the Palm Coast business district. If you do not have a vehicle or cannot safely drive yourself, contact the Front Desk (Dial “0”) and the receptionist will assist you in contacting an appropriate medical provider or arranging transportation services if needed.

CMEL does not pay for medical services. In most instances, you will have to use your personal medical insurance or pay with your own funds. Checks (with proper identification) and major credit cards are generally accepted in most medical facilities.

If you see someone injured at the facility, provide whatever immediate assistance you can to stabilize the person. Then, call “33” or send someone immediately to contact the Front Desk receptionist for assistance.

Following any injury, all blood-contaminated surfaces **must** be cleaned with disinfecting solution as soon as possible. Any blood-contaminated clothing or uniforms, along with towels, bandages, or packaging used to treat the injury must be deposited in the special biohazardous waste container in the Health Awareness office, located in room C-202 (main building, second floor). The Front Desk receptionist or Security Office personnel should be contacted for additional information and assistance regarding biohazardous waste disposal.

If you have a medical condition requiring syringes or lancets, the Health Awareness department in room C-202 has a “sharps” disposal container for your use.

EMERGENCY / MEDICAL / HEALTH SERVICES

If your condition has no direct relation to your work, i.e., cold, sore throat, headache, etc., you should determine the most appropriate treatment and bring to our attention (instructor, receptionist, or FAA management) any effect this will have on your participation in training. Generally this will not require any detailed documentation.

Reporting an Injury or Illness

If you experience a medical condition or other injury during your temporary duty at CMEL, contact the Front Desk (Dial “0”) to report the illness or injury. The receptionist and security personnel will assist you in contacting an appropriate medical provider and arranging transportation services.

For all injuries that occur while in travel status, you are required to complete Part A, Authorization of U.S. Department of Labor form **CA-16, *Authorization for Examination and/or Treatment***, and form **CA-1, *Federal Employee’s Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation***. These forms establish a record of the injury and provide the data necessary for the Department of Labor to pay medical expenses associated with your condition. Ask the Front Desk receptionist for a memo from the CMEL Director with more detailed instructions on completing the forms and what to do with them.

Part A of the CA-16 is needed to authorize your medical treatment. An FAA official at CMEL will need to sign the authorization form once it is completed. You will then provide the CA-16 to the medical provider and confirm that all reports, claims, or billing documents will be sent to you and not to CMEL.

Part B, ***Attending Physician’s Report*** of the CA-16 should be completed by the attending physician and either the original or a copy returned to you before you leave the medical facility. Bring a copy of this form back to CMEL and submit it to an FAA staff member.

Not all medical providers accept and complete the CA-16.

If you choose a provider who does not accept the CA-16, you may be required to cover expenses at time of treatment with insurance and/or your own personal funds.

EMERGENCY / MEDICAL / HEALTH SERVICES

In order to make a claim for reimbursement or payment of any treatment you receive, you also need to complete the CA-1 form. An FAA staff member at CMEL will complete Blocks 37 and 38, as well as the *Receipt of Notice of Injury*. When both forms have been completed, take the originals and a copy with you and submit them to your facility or regional personnel/OWCP office for processing. Although we must keep copies of both forms for our records, CMEL does not pay or process any personnel documents, including insurance and Office of Workers' Compensation Programs (OWCP) claims.

Palm Coast Medical Facilities*

Hours of Operation		
Medi Quick Walk-in Clinic 6 Office Park Drive (0.6 miles west of CMEL) 386-447-6615	Monday-Friday	8 a.m. – 8 p.m.
	Saturday	8 a.m. – 6 p.m.
	Sunday	10 a.m. – 5 p.m.
	Holidays	10 a.m. – 5 p.m.
Palm Coast Urgent Care 9 Pine Cone Drive, Suite 102 (2.5 miles west of CMEL) 386-445-6191	Monday-Friday	8 a.m. – 8 p.m.
	Saturday	8 a.m. – 6 p.m.
	Sundays	8 a.m. – 4 p.m.
	Holidays	8 a.m. – 4 p.m.
Florida Hospital Flagler 60 Memorial Medical Parkway (NW quadrant of I-95 and SR 100) 386-586-2000	24-Hour Emergency Care	

- * The Medi Quick Walk-In Clinic and Florida Hospital Flagler have indicated they are familiar with the processing of the CA-16 and they do handle OWCP cases. Palm Coast Urgent Care has indicated they do not process CA-16 Forms. However, prior to using any medical facility or pharmacy, we recommend you contact them and determine if they accept your insurance plan, what you will be required to pay, and when payment will be due.

Safety and Security Measures

The Center utilizes a roving security patrol, with officers on 24-hour duty throughout the year, and always available via two-way radio communication with the Front Desk. To discuss individual security concerns, visit the Security Office in room C-118 (main building, first floor).

- CMEL security and FAA management personnel are on-call 24-hours per day to assist in emergency situations.
- All dormitory and classroom/administration buildings at CMEL are protected by a fire sprinkler system, smoke detectors, and heat sensors that activate an alarm in the dormitories, at the Front Desk, and at the alarm monitoring company.
- Emergency phones are located in the pool area and in each elevator that connect directly to the Front Desk. From all other facility phones, dial “33” or “0” to request emergency personnel and assistance.
- Corridors and stairwells are equipped with battery-operated light fixtures to provide illumination during power outages and battery-powered EXIT lights identify building exits.
- Fire doors close automatically when the Fire Alarm activates.
- Portable fire extinguishers are mounted in identified cabinets throughout the facility and fire alarm pull stations are located near the exits of all buildings.

Health Services

Health Awareness Program (HAP)

The Health Awareness Program (HAP) at CMEL is designed to meet the goals, objectives, and values of the FAA. This department focuses mainly on helping employees meet their full potential and productivity level, while also improving the quality of the employee workplace. The CMEL Coordinator, located in room C-202 (main building, second floor), is available to assist you with any health questions or concerns, and provides informational handouts and videotapes, bloodwork for a modest fee, and classroom presentations to enhance the FAA employee work environment. The coordinator can provide information on regional HAP representatives or refer you to appropriate local health care agencies in situations that require medical attention.

Counseling Resources

The FAA EAP can assist employees, family members, and retirees who have retired in the last twelve months with a wide variety of problems: family issues; medical concerns; emotional problems; chemical dependency—alcohol and other drugs; and concerns with legal and financial issues. In addition, the EAP offers Critical Incident Stress Debriefings for employees and family members who have experienced a disaster or traumatic event. A family member includes dependents and household members of current and recently retired employees. As an official FAA facility, we have access to the same EAP resources as are available nationally.

**Call 1-800-234-1EAP
for counseling or assistance
24 hours a day, seven days a week.**

Alcoholics Anonymous or Al-Anon Meetings

For local meetings (time and place), you may call the local point of contact at 386-445-HELP (4357).

Lodging Accommodations

Upon check-in, you will be issued a **room key** that also provides access to the exterior doors of the facility and a **parking permit**, allowing you to park in the permit-only lots.

Residence Halls and Parking Facilities

While you are at the Center, you will live on campus in one of the two residence halls. The residence halls are adjacent to the main building and can accommodate 200 guests. Parking facilities for guests are conveniently located outside each residence hall in permit only lots. When the facility is at full capacity, overflow parking is designated in several outer grassy areas. **Park only in specifically designated areas.**

You are assigned your own private room with private bath and shower. Smoking is not permitted in any CMEL buildings, including your dormitory room. (See in-room *Guest Handbook* for designated smoking areas.) Your linens and towels, as well as housekeeping services, will be provided on a daily basis. If you have special housekeeping requirements, please contact the receptionist at the Front Desk. Room furnishings and other amenities include:

- queen size bed
- desk and desk chair
- night table
- lounge chair and ottoman
- iron and ironing board
- interior corridors
- alarm clock
- telephone with voice mail
- free local calls
- internet and LAN access
- guest use FAX machine
- cable television with remote
- hair dryer (available by request)
- coin-operated laundry facilities (1st floor – rooms A-103 and B-103)
- ice machine (1st floor across from room 161)
- 24-hour security

For your safety, please familiarize yourself with CMEL's emergency procedures upon your arrival. Emergency exits are posted throughout the building and in each room of the residence halls. Emergency procedures are posted on the door of each room with additional information found in this handbook, under Section 2: EMERGENCY / MEDICAL / HEALTH SERVICES.

Facility Amenities

Diagrams of the facility layout can be found on pages 3-3 and 3-4, as well as copies being available at the Front Desk for your personal use. This will help you locate your classroom/meeting room, and direct you to other facilities and services available at CMEL. We recommend you also review Section 5: RECREATIONAL AND OFF-SITE ACTIVITIES. The receptionist at the Front Desk can provide further information or assistance.

Reasonable Accommodations

CMEL staff will assist guests in making necessary arrangements to accommodate any special needs. Contact the Front Desk (Dial "0") or FAA Student Services (Dial "7223") in order that we may obtain the appropriate services, equipment, etc. as needed to fulfill your request.

Service animals used to guide or assist those with special needs are welcomed at CMEL. Upon your arrival, please confirm with the Front Desk that you are visiting the facility with a service animal in order that we may assist you in making arrangements for its care.

Meeting and Breakout Rooms

All meeting rooms are equipped with multi-media, state-of-the-art technology, including large-screen computer and audio/video projection capability. A variety of rooms and participant setups are available and can accommodate any size group up to 110 participants.

Computer workstations in the smaller meeting and breakout rooms are equipped with Microsoft® Windows, Microsoft® Office Professional, and Microsoft® Internet Explorer. Access to the FAA intranet is unrestricted, but access to the internet is restricted and monitored.

As CMEL is a teaching/training facility, classes are given priority when scheduling space requirements. Sleeping rooms and meeting rooms are booked on a first-come, first-served basis. If you are making plans to hold a future event at CMEL, we suggest you contact the FAA Student Services Coordinator at 386-446-7223 as far in advance as possible in order to reserve the space requirements you need.

FACILITY AMENITIES AND SERVICES

Upon your arrival at CMEL,
review the **Facility Layout – First Floor** diagram
that is available in your guest room.

Personal copies are also available at the Front Desk.

FACILITY AMENITIES AND SERVICES

Upon your arrival at CMEL,
review the **Facility Layout – Second Floor** diagram
that is available in your guest room.

Personal copies are also available at the Front Desk.

FACILITY AMENITIES AND SERVICES

Guest Lounges

If you want to relax and visit with your fellow guests, a lounge is located in each residence hall (rooms A-202 and B-262). The lounges have cable television, game tables, puzzles, cards, etc. for your enjoyment. Please note the lounges are used for overflow meeting space during certain peak periods at the CMEL. The receptionist at the Front Desk can advise you if the lounges are reserved for this purpose during your stay.

Horizons Café

Horizons Café is an updated cafeteria-style dining facility offering a wide variety of tasty and healthful food choices. Meals are prepared on the premises with choice cuts of meat, fish, fresh produce, and fresh-baked goods. The Horizons Café chef also provides a *Lite Choice* option at all meals. If you have special dietary requirements, please contact the Food Services Manager (Dial “7106”) upon your arrival to make arrangements.

Hours of Operation Monday-Friday

Breakfast	6:30 a.m.	-	8:00 a.m.
Morning Refreshments	8:30 a.m.	-	10:30 a.m.
Lunch	11:30 a.m.	-	1:00 p.m.
Afternoon Refreshments	2:00 p.m.	-	4:00 p.m.
Dinner	5:30 p.m.	-	7:00 p.m.

Weekends and Holidays

Cont. Breakfast (<i>Sat/Sun</i>)	7:00 a.m.	-	8:00 a.m.
Breakfast	7:30 a.m.	-	9:00 a.m.
Morning Refreshments	9:00 a.m.	-	11:00 a.m.
Lunch	12:00 a.m.	-	1:30 p.m.
Afternoon Refreshments	2:30 p.m.	-	4:30 p.m.
Dinner	5:30 p.m.	-	7:00 p.m.

If you are attending a centrally funded course, meals are provided at no cost to you. Meal tickets are issued during the check-in process. However, snacks between meals must be purchased. Please note that Horizons Café accepts cash only – no credit cards.

FACILITY AMENITIES AND SERVICES

Guests attending a hosted function (conference/meeting) are also welcome to use the Horizons Café facilities to purchase their meals. Some events have made special arrangements and have meal tickets provided to attendees. Check with your conference/meeting coordinator for further information.

Box lunches are available after 10:00 a.m. on your departure date and should be requested at least two hours prior to your departure. Family members or guests with a VISITOR PASS may use the dining room services while visiting you on campus. They may purchase their own daily meals or snacks at reasonable rates.

**-- Please Note --
FAA issued meal tickets are non-transferable
and are not to be shared.**

Snacks

Horizons Café has various refreshments available to you during class breaks. You must pay for your own refreshments during this time, as snacks are not covered by your meal ticket. A microwave oven and vending machines for juices, soft drinks, coffee, and snacks are also available 24 hours a day in the dining area.

Laundry Facilities

The first floor of each residence hall (rooms A-103 and B-103) contains coin-operated washers and dryers and coin-operated vending machines with detergents. If needed, change can be obtained from the vending machines in the dining area. An iron and ironing board are also furnished. The laundry rooms are open 24 hours a day.

Several dry cleaners are located throughout the business district of Palm Coast in the Old Kings Commons Shopping Center, Palm Harbor Shopping Village, and St. Joe Plaza. (See the area map in Section 5 to direct you to these local shopping areas.)

Telephone Communications

<p>Main Facility Number 386-446-7000</p>
--

Room Telephone Service

If someone needs to reach you, they can call the main facility number above or call your room direct with the applicable extension number shown on page 3-9. Your room telephone is equipped with Voice Mail to allow messages when you are unavailable. The light on the phone will alert you when you have received a call. Dial "6" to access the Voice Mail system and retrieve your messages.

During class hours, **emergency messages only** should be directed to FAA Student Services at **386-446-7223**. A representative will contact you in your classroom. Non-emergency messages should be directed to the individual phone in your room and left on your Voice Mail.

Courtesy Phones

In the main building, a courtesy phone for guest use is located in the hallway alcove outside the first floor restrooms. Local access, operator-assisted calls, credit and calling card access, and toll-free access are available on this direct, outside line. Detailed instructions for dialing are posted next to this phone.

In addition, there are three telephones with FTS access in the lobby area. We ask that you abide by the following guidelines in using these phones.

Use of FTS Phones

Responsibility. Your assistance is required in holding down the cost of FTS to the lowest reasonable level.

Guidelines.

1. Please do not make regular calls to the office just to stay in touch. Limit routine calls to your office to once a week for five minutes or less to allow other students equal access. Of course, FTS is available to whatever extent necessary for important official business calls.

FACILITY AMENITIES AND SERVICES

2. Brief FTS calls to non-FAA phones may be made at the discretion of the caller for official business reasons such as coordination of airline reservations, arranging transportation from the airport to residence, coordinating permanent change of station moves, etc. To the extent possible, calls of this nature should be made before 8:00 a.m. and after 5:00 p.m.

Call Tracking. A computer program associated with the telephone system tracks numbers called, length of calls, time of day of each call, etc. CMEL does **not** make recordings of actual conversations. However, the General Services Administration, which provides FTS service, may record calls as a spot check of official business use.

Dialing Instructions

Local	9-xxx-xxxx
Personal Toll	9-0-(xxx)-xxx-xxxx
Toll Free	4-1-(800)-xxx-xxxx
FTS	81-1-(xxx)-xxx-xxxx
Room to Room	Dial Extension as listed on page 3-9

Facsimile (FAX) Service – 386-446-7101

CMEL provides a facsimile machine (FAX) for guest use with the incoming number of **386-446-7101**. This equipment is located in the lobby near the elevator. Ask the receptionist if you need help sending a FAX. All incoming faxes are held at the Front Desk and you will be notified by telephone or Voice Mail that a FAX has arrived.

If you need to send a FAX
to a CMEL staff member, please use:
386-446-7200 for general information or
386-446-7282 for instructional staff

FACILITY AMENITIES AND SERVICES

Upon your arrival at CMEL,
review the **Phone Number Extensions for Guest Rooms** listing
that is available in your guest room.

Computers and Network Access

Computer usage at CMEL is limited to official business only.

All computers and computer media brought to CMEL

**MUST be registered and a mandatory virus check completed
BEFORE connecting to the CMEL LAN/FAA WAN.**

Email Access

While at CMEL, you can access your Lotus Notes mail using the computers located in the Library Resource Center (room C-235) or CoLab (room C-145). You should contact your facility's in-house computer support staff to obtain the URL or Web address to access your web-based Notes mail. Also confirm your web mail password as it may not be the same as your Notes desktop client password.

CoLab Access

In the main training building's CoLab facility (room C-145), computers are available for guest use during times when staff or class use has not been specifically reserved. They are also available throughout after-class and overnight hours. Please contact the receptionist at the Front Desk for login and password information.

Mandatory Virus Check

Before inserting or using any disk in a CMEL computer, you must run a virus scan on the disk for the security of the CMEL network. Staff is available to assist you in conducting these scans at the Front Desk, CoLab, Library, or in the instructor/faculty area.

Computers and Network Access

If you bring a government-issued computer (laptop) with you to CMEL, you **MUST** register its use prior to accessing the INTERNET, INTRANET, or ADTN* (FAA wide area network -- WAN). Usage rules and a registration form are available at the Front Desk. Complete and submit the registration form upon your arrival to obtain network access.

* Note: ADTN 2000 will be replaced by the new system FTI in November 2005.

FACILITY AMENITIES AND SERVICES

Connection in your dormitory room is available using a standard network cable (RJ45 connectors), plugged into the wall receptacle found under the desk. If you didn't bring this cable with you, you may obtain one from the Front Desk. These cables must be returned upon departure.

If your computer is not DHCP configured (Dynamic Host Configuration Protocol), you will not be able to use the LAN connection. You may opt to contact your home technical support for assistance in configuring your computer or use standard "dial-up" on the existing phone line in your dormitory room. Dial-up service can be slower and somewhat limiting.

Scanning software is in use at CMEL, Southern Region, and HQ. It scans all computers in the agency for viruses, software updates, hot fixes, and patches. If these are not installed on your laptop, the likelihood of infection is quite high. If this scan process shows your computer to be infected, you will be disconnected from the LAN.

CMEL also supports remote network access through the FAA Intranet using Winframe/Metaframe (Citrix) via a TCP/IP connection. Contact your administrator for any configuration information required to make this type of connection **prior to arrival** or **prior to attempting to make the connection**.

Usage Rules

The practices below are designed to minimize security risks for CMEL and the computer user. All users will be held accountable for their actions associated with the access and intended use of the CMEL server and network, whether using personal computers or CMEL supplied computers.

Access to CMEL Trusted Network. The user is granted access to network for the purposes of conducting business with the FAA and all activities are to be beneficial for FAA.

Protection of Copyright Licenses (Software). Users shall not install unlicensed software on any device.

Unofficial Use of Government Network Resources. User should not use government network resources for personal use and must comply with FAA policy.

System Privileges. Users may have access to certain servers by virtue of their connection to the CMEL backbone network. These servers are provided in trust that the user will not misuse the access or harm the FAA with this trust. Users are to work within the confines of

FACILITY AMENITIES AND SERVICES

the access allowed and are not to attempt access to systems or applications to which access has not been authorized.

Virus Protection. Users must have current anti-virus software enabled and active on their computer.

Security Patches. Users will certify that the operating system of their personal computer is patched with the latest security service packs or patches available and will be accountable to any security breaches encountered on their system.

Inappropriate Use of Access. Users will not activate on their desktop any type of Packet Capture application without prior approval. The user will not transmit packets for the purpose of assessing vulnerabilities of the network without prior approval. The user will not attempt to gain unauthorized access to any resources within FAA or any networks connected to FAA including the internet.

Permission of Inspection. The user will permit the inspection of their personal equipment connecting to the CMEL network for the purposes of compliance to these guidelines and as needed for resolution of any technical issue that may arise.

Library Resource Center

The CMEL Library Resource Center is located in room C-235 on the second floor of the main training building.

Operating Hours

7:00 a.m. – 9:00 p.m.	Monday – Thursday
7:00 a.m. – 4:00 p.m.	Friday

(closed weekends)

A specialized collection of books, audiotapes, and videotapes are available to enhance your learning experience at CMEL and support your continuing professional development goals. Materials can be accessed through our free lending service during your stay at CMEL and throughout the year by placing your request via web, FAX, or phone and having the materials sent to your work facility. While you are visiting CMEL, you can pick up a copy of the Lending Library Listings (available on disk) or download the files from our website (www.cmel.faa.gov).

The Library features a comfortable reading area where you will find FAA materials as well as contemporary, management, and aviation-related periodicals. *USA Today*, *The Washington Post*, and area newspapers are also available. You can purchase a personal copy of *USA Today* or local newspapers in vending machines on the patio outside the Horizons Café dining area.

A Computer Based Instruction/Multi-Media Learning Station is located in the Library Resource Center with a listing of current CBI programs. Instructions for auditing and credit enrollment are posted in this work area.

In addition, the computer lab in the Library Resource Center is equipped with Windows-based workstations for guests' use. The systems provide Internet access and Microsoft Office software, including Word, Excel, Access, and PowerPoint with laser printer output.

Additional Guest Support

Copy Services

A copy machine is located in the Library Resource Center for limited copy requirements. An additional copy machine is located on the first floor of the main building behind the elevators. If you need copy services that require a multiple page document, overhead transparencies, or a large quantity of copies, please request assistance from a Logistics Department staff member in room C-144.

Mailing and Shipping Services

Your mailing address while you are at the Center is:

Attn: **Guest Name**
FAA Center for Management and Executive Leadership
4500 Palm Coast Parkway S.E.
Palm Coast, Florida 32137

Your mail will be delivered to the Front Desk and the message light on your room telephone will alert you for pickup.

If you need to purchase postage stamps, individual stamp purchases may be made in the CMEL Mail Room (room C-144). You may also deposit outgoing mail at this location for an 11:00 a.m. pickup each weekday.

For shipping of packages, the U.S. Postal Service has two facilities in Palm Coast to serve you. The main full-service branch is located approximately one mile west of I-95 on Pine Cone Drive, between Palm Coast Parkway Northwest and Palm Coast Parkway Southwest. There is also a limited service site located in the Shell Food Mart, approximately one-half mile to the east of CMEL at the northeast corner of Palm Coast Parkway Northeast and Club House Drive. (See the area map on page 5-15 to locate these facilities.)

If you wish to use United Parcel Service (UPS), Federal Express (FEDEX), etc., information may be obtained in the CMEL Mail Room (room C-144) during normal business hours.

Mailing Course Materials Back To Your Facility

Guests choosing to mail course materials back to their facility should take the materials to the CMEL Mail Room (room C-144). The staff will provide envelopes and labels for mailing your course materials and weigh your package for shipping. **Each guest will be responsible for the required postage.** Course materials may be mailed first class or book rate, depending on individual preference.

Registration Procedures

Check-In

You should check in to CMEL **no earlier than the day prior** for classes or training sessions that have a start time of 12:00 noon or earlier. For sessions that begin with an evening function, you should check in to CMEL **no earlier than the day** of the scheduled event.

Upon check-in, you are issued a **room key** that also provides access to the exterior doors of the facility. If needed, a **parking permit** is also issued, allowing you to park your vehicle in the facility's permit-only lots. Please be aware of the safety and security of yourself and others. Keep your room key secure and do not provide entrance to unauthorized individuals.

Check-Out

Check-out time is **immediately following classes that end at noon**. For classes ending late afternoon, check-out time is no later than 11:00 a.m. the following day. For special circumstances, please direct requests for extended stay to an FAA staff member at CMEL.

At the conclusion of your stay, return your room key, parking permit, and meal ticket (if it has not already been picked up in the cafeteria) to the receptionist at the Front Desk. If you have a VISITOR PASS or any additional CMEL equipment or computer cables, these must also be returned prior to your departure.

**If you should misplace or lose your key,
you may be assessed a fine upon your departure.**

General Security Procedures

General Security

Due to heightened security at Federal facilities throughout the country, the Center for Management and Executive Leadership has instituted the following procedures. In this regard, all students and participants visiting CMEL should take note and be aware of the new measures.

- The number of parking spaces at CMEL has been reduced. When possible, attendees should car pool or take a shuttle/taxi service from area airports to minimize use of parking spaces. CMEL security will be patrolling the grounds to ensure that all vehicles have a visitor's parking permit, which must be clearly displayed. Parking permits will be provided at check-in.
- All FAA employees, contractors, and visitors are required to prominently display a photo ID badge **at all times** while on the premises.
- The main entrance doors are opened 24 hours per day and monitored by CMEL security. All other doors are locked, but can be accessed with a key issued at check-in.

Badge / Picture ID

All FAA employees, contractors, and guests who are involved in a function at CMEL are required to prominently and appropriately display an official photo identification badge at all times while on the premises.

Non-FAA guests and family members may obtain a VISITOR pass by registering at the Front Desk. Appropriate identification is required to receive a VISITOR pass and the pass must be displayed while at the facility.

Family or Guests

Your family or guests may visit you during non-class hours at CMEL. However, they are not permitted to use CMEL recreational facilities, such as the exercise room or swimming pool. Only personnel on official business at CMEL can remain at the Center overnight. All guests, not personally assigned to CMEL residential lodging, must leave the facility by 12:00 a.m. (midnight). A list of area lodging can be found in Section 5.

Facility Policies

Alcoholic Beverages

Alcohol is prohibited in the main training building, including classrooms, administrative areas, dining facilities, and the pool area, unless authorized in writing by the CMEL Director. Alcohol is allowed in the dormitory rooms, student lounges, and the outside volleyball recreational area.

-- A Word of Caution --

In Florida, neither drivers nor passengers are allowed to have an open container of alcohol in a vehicle, whether moving or parked.
(See Florida Statute §316.1936.)

And, although the law varies among cities and counties, in many public places, you are not allowed to carry an open container of any alcoholic beverage, even an empty container.

Clothing and Classroom Attire

Attire at CMEL is generally considered casual business attire during class hours. T-shirts and shorts are not permitted in the classroom. Depending on the function you are attending, you may be asked to have more formal business dress clothing available for certain segments of your training. Your course or meeting facilitators/instructors will advise you when special clothing is required for the day's class activities.

The classroom climate is air conditioned, sometimes beyond some people's taste, so jackets or sweaters may be needed for classes. We do expect that you be neatly and appropriately attired while at the facility.

Computer Registration

If you bring a personal computer (laptop) with you to CMEL, you **MUST** register its use prior to accessing the INTERNET, INTRANET, or ADTN* (FAA wide area network -- WAN). Usage rules and a registration form are available at the Front Desk. Complete and submit the registration form upon your arrival to obtain network access. See Section 3 for further information.

POLICIES AND PROCEDURES

Parking

Parking at CMEL is in permit-only lots. During the registration process, you will receive a permit, authorizing parking for one vehicle. This permit **must be properly displayed** in your vehicle while it is on the CMEL premises.

On-site parking at CMEL is limited during certain peak periods. When possible, we do ask attendees to car pool or take a shuttle/taxi service from area airports to minimize use of parking spaces.

Oversized vehicles, RVs, campers, boats, utility trailers, and other towed or secondary vehicles are **NOT** allowed on CMEL property. You will not be permitted to park these vehicles at CMEL at any time.

Pets

Pets are **not** allowed at the Center. However, service animals used to guide or assist those with special needs are welcomed. If you plan to visit with a service animal, please notify us in order that we may assist you in making arrangements for its care.

Smoking

Effective May 1, 2006, smoking is not permitted inside any building at CMEL, including dormitory rooms. This policy is established to provide fair and equitable treatment for all employees in the implementation of a smoke free work environment in and around the FAA Center for Management and Executive Leadership (CMEL). CMEL has a vital interest in maintaining a healthy and safe environment for its students, guests, and employees while respecting individual choice.

**Smoking is not permitted
inside any CMEL buildings, including dormitory rooms.**

1. No smoking is allowed in any interior portion of CMEL, including the dormitory facilities, at any time.
2. Smoking is allowed in specified outside areas. The designated smoking areas are the outdoor patio behind the cafeteria, covered A Dormitory entryway (A147), and covered B Dormitory entryway (B 147).
3. The main facility entrance and the other facility entrances from the parking lot are designated as "smoke-free" entrances to CMEL.
4. Appropriate signs indicating "designated smoking area" will be posted to clarify the policy for all students, guests, and employees.
5. No smoking is allowed in the Government Owned Vehicle (GOV).

Effective implementation of the smoking policy depends upon the courtesy, respect, and cooperation of all members of the CMEL community. Questions or concerns regarding the implementation of this policy should be referred to John Leuth at 386-446-7258.

Travel Guidance

For CMEL **resident courses**, the following guidance is provided to ensure the maximum utilization of CTTMS funds available. The traveler's supervisor must authorize all travel authorizations and expense vouchers.

For CMEL **fee-for-service courses and hosted events**, the sponsor of the program determines Travel Guidance parameters. Please contact the sponsoring organization for additional information.

Arrival

For classes or training sessions that begin at 12:00 noon or earlier, students are expected to arrive the evening prior to class. For sessions that begin with an evening function, students should arrive on the same day as the scheduled event.

Departure

Students must depart on the last day of class, if the class is completed by 12:00 p.m. (noon). Students may depart the day after class completion if the class ends later than 12:00 p.m. Exceptions to this policy are made for students traveling from outside of the 48 contiguous states and those in the Pacific Time Zone. Interim stays for students attending subsequent or follow-on classes, or any travel exceptions for unusual circumstances may be made, but **must be arranged in advance** and included in the student's Travel Authorization.

Lodging and Meals

For students attending centrally funded courses at the CMEL facility, lodging and meals are provided. Dinner will be provided the day of arrival, if prior to 7:00 p.m. Breakfast and lunch will be provided the day of departure. M&IE may only be claimed on day of travel accordingly.

$\frac{3}{4}$ daily rate of \$ CONUS = less dinner of day of arrival
and breakfast and lunch on day of departure.

For current rate information, see your travel specialist or check our website (www.cmel.faa.gov) for updated Travel Guidance information.

POLICIES AND PROCEDURES

Rental Cars

Unless a cost comparison is attached to the travel authorization that **justifies the expense**, rental cars are **not** authorized.

If the cost of flying into Jacksonville or Orlando plus the total cost of the rental car is less expensive than a flight into Daytona plus \$80.00 for round-trip shuttle expense, a rental car may be authorized.

NOTE: If the cost to fly into Orlando or Jacksonville is greater than the cost to fly into Daytona, the traveler will not be paid for the cost difference.

Incidentals

Students are allowed a special incidental rate per day – this rate does not apply on days of travel. For current rate information, see your travel specialist or check our website (www.cmef.faa.gov) for updated Travel Guidance.

Students will not be reimbursed for tips, laundry, phone calls, FAX expenses, and other incidentals. These services are available at CMEL or are covered under the special incidental rate.

POV expenses only apply to transportation to and from CMEL. No POV expenses are allowed during the stay, due to the fact that CMEL is a residential training facility.

Off-site Lodging

No off-site lodging expense will be approved unless the traveler has written authorization from the CMEL Director or Budget Officer. Students who choose to fly out of Jacksonville or Orlando are not authorized to stay near the airport for early morning departures or late night arrivals.

Occupancy of the dormitory facility is authorized only for the student. CMEL will provide students with lists of available childcare or family care facilities in the area upon request. Persons electing to travel to this area with their families **must** make other arrangements for lodging at their own expense.

POLICIES AND PROCEDURES

All exceptions to the CMEL Travel Guidance and/or special itineraries must be included in a properly executed travel authorization with approval by both the traveler's supervisor and the CMEL Director.

Please contact Karen Concannon to request approval for these exceptions at (386) 446-7154.

On-Site Fitness and Recreation Facilities

CMEL offers a wide selection of on-site recreational and fitness opportunities including bicycles, swimming pool, racquetball, volleyball, basketball, shuffleboard, self-directed aerobics, and a Nautilus-equipped exercise room.

Hours of Operation CMEL Fitness/Recreation Facilities

	OPEN	CLOSE
Bicycle Checkout	6 a.m.	11 p.m.
Basketball Court	7 a.m.	11 p.m.
Racquetball Court	5 a.m.	11 p.m.
Shuffleboard Court	6 a.m.	11 p.m.
Volleyball Pit	7 a.m.	11 p.m.
Swimming Pool	5 a.m.	11 p.m.
Nautilus Exercise Room (A-102)	unlimited access	
Aerobics Room (B-202)	unlimited access	
	<i>(see Front Desk for entry)</i>	

Facilities are provided for the use of CMEL guests only.
Family members or other outside guests are not allowed.

Bicycle Checkout

If you are interested in biking, you can check out bicycles from the Front Desk at no charge. For your safety, we also urge you to borrow and use a bicycle helmet. If you brought your own bicycle, you can check out a lock and cable and park it in CMEL's bicycle shed. Bicycles are **not** allowed inside CMEL residence halls or the main training building.

Fifteen miles of off-road, paved bicycle trails (for walking and jogging, too) run through Palm Coast, with many other trails throughout the county for the more serious bicycle enthusiast. Portions of the local trails parallel Palm Coast Parkway Northeast, going west from the Center to the main shopping areas of the community. A trail to the Intracoastal Waterway and north along its banks can be found just west of the CMEL entrance along Palm Coast Parkway Southeast. A map of the trails can be found on page 5-2, with copies for your personal use available at the Front Desk.

RECREATIONAL AND OFF-SITE ACTIVITIES

Upon your arrival at CMEL,
review the **Bicycle/Jogging/Pedestrian Trail** diagram
that is available in your guest room.

Personal copies are also available at the Front Desk.

RECREATIONAL AND OFF-SITE ACTIVITIES

Sports Equipment

CMEL can provide a wide array of recreational and fitness equipment for your use. You may borrow volleyballs, soccer balls, basketballs, and shuffleboard equipment from the bins in the bicycle storage area. Contact the receptionist at the Front Desk if you need assistance.

Swimming Pool

The CMEL swimming pool is located on the north side of the main training facility. The pool is open for your use from 5:00 a.m. – 11:00 p.m. The pool is a non-smoking area. No food or drinks, including alcoholic beverages, are allowed in the pool area.

Exercise Facilities

A Nautilus-equipped exercise room is housed in room A-102. You need to sign the logbook when using this facility. Along with the Nautilus equipment, the room has a treadmill, free weights, and rowing machine. Please follow the posted guidelines for a safe and productive workout experience.

A self-directed aerobics room is available for your use in room B-202. A VCR and monitor system are installed with a variety of tapes to help you in your workout. Contact the receptionist at the Front Desk for access to the facility.

Fitness Health Trail

Along the perimeter of the CMEL training facility, you can access a 12-station fitness trail. A layout diagram is on page 5-4 or you can pick up a personal copy at the Front Desk. This series promotes a combination of self-guided exercises with suggested repetition and endurance goals based on personal fitness levels.

The station approach allows variety in the exercise regimen, as well as a complete body workout, utilizing both upper and lower muscle groups as well as a cardiovascular/aerobic benefit as you move from station to station.

RECREATIONAL AND OFF-SITE ACTIVITIES

Upon your arrival at CMEL,
review the **HealthTrail** diagram
that is available in your guest room.

Personal copies are also available at the Front Desk.

Off-Site Recreation

The map on page 5-17 provides an overview of Palm Coast and the surrounding area. A more detailed map of the area, as well as a map of the state of Florida, can be found on the bulletin board to the left of the Horizons Café entrance.

Many shops and recreation opportunities are in Palm Coast, within a 15-minute walk of the Center, or you may want to check out a bicycle from the Front Desk for local transportation needs. Local taxi service, to and from locations within the central Palm Coast community, is also available. The receptionist at the Front Desk can assist you with arrangements or call one of the services listed on page 5-14.

Golf

Golf abounds in Palm Coast and the surrounding area. There are five championship courses available for play in the immediate area. Tee times following class can be arranged directly with the clubs. Golf rates are normally reduced for late afternoon play. *Courses are listed by proximity to the Center.*

Palm Harbor Golf Club (386-445-0845) is within walking distance of CMEL. It is the original Palm Coast course and designed by Bill Amick.

Ocean Hammock Golf Club (386-447-4660) features a seaside design by Jack Nicklaus with the finishing stretch dubbed *The Bear Claw*.

Pine Lakes Country Club (386-445-0852) was designed by Arnold Palmer and Ed Seay and is the second longest of Palm Coast's courses. Course will be closing for major renovations in November 2005 with a reopening date in Fall 2006.

Cypress Knoll Golf Club (386-437-5807) winds amid a natural wetlands preserve in a challenging Gary Player design. Course is currently undergoing major renovations and will reopen in November 2005.

Matanzas Woods Golf Club (386-446-6330) is another Arnold Palmer/Ed Seay designed course that was the site of the PGA Tour Q School in 1999 and 2000.

RECREATIONAL AND OFF-SITE ACTIVITIES

In addition, several courses are nearby in Flagler Beach and in Volusia and St. Johns counties. The **Ocean Palm Golf Course** (386-439-2477) in Flagler Beach is a well-maintained 9-hole course, designed by Lloyd Clifton. Travel south of Palm Coast on I-95 and you will find the **LPGA International Resort** (386-274-LPGA) at exit 265. The LPGA calls Daytona Beach its home with two world-class courses, the *Champions* and the *Legends*. To the north at exit 323 is the **World Golf Village** (904-940-6088) that features two exceptional courses, the *Slammer & Squire* and the *King & Bear*, as well as the World Golf Hall of Fame and its six-story screen, 300 seat IMAX Theatre.

Tennis

Just to the east of the Center is **European Village Players Tennis Club** (386-447-9339), a world-class tennis and racquetball club with 16 grass, clay, and hard surface courts. The complex also offers a pool and a restaurant in the clubhouse. In addition, the **Florida Tennis Center** (386-671-8901) is located to the west of exit 265 in Daytona Beach. This complex is home to the USA Tennis Florida organization and features 24 clay hydro-courts, 12 lighted courts for night play, and full-service Pro Shop.

-- Please Note --

All tennis and golf clubs require proper attire to play.

Collared shirts should be worn and jeans are not acceptable.

Equipment rentals are available at most clubs.

Public and Municipal Facilities

The city of Palm Coast offers lighted facilities for tennis, racquetball, and basketball, as well as areas for football, soccer, shuffleboard, and bocce. These are available at the **James Holland Memorial Park** located off Florida Park Drive, northeast of the Palm Harbor Shopping Village. Three lighted tennis courts are also available at **Belle Terre Park**. The city's **North Belle Terre Park** provides a sports complex featuring four tournament quality soccer fields and four baseball/softball fields that are currently available for league and competitive play only.

The **Belle Terre Swim and Racquet Club** (386-445-7676), located off Parkview Drive, and **Frieda Zamba Aquatic Complex** (386-986-4741), located off Belle Terre Parkway South, are operated by the Flagler County Schools Adult Education Division and feature tennis and racquetball courts, pool, fitness and exercise facilities, and a sauna.

RECREATIONAL AND OFF-SITE ACTIVITIES

Flagler County operates **Wadsworth Park**, just off SR 100 in Flagler Beach. This complex offers tennis courts, a skate park, fishing walkways, and fields for football, soccer, and softball. Other county facilities include Varn Park, Bings Landing, Haw Creek Preserve, Princess Place Preserve, and Herschel King Park. These nature areas are great spots for bird watching, bicycling, kayaking, or finding that perfect fishing spot. Information is available from the Flagler County Parks and Recreation department at 386-437-7490.

Beaches

The Atlantic Ocean is only two miles from CMEL, across the high-rise bridge, which takes you to Highway A-1-A. There is a \$2.00 toll charge for eastbound automobiles; however, there is no charge for foot traffic or bicycles (bicycles must be walked across the bridge). Parking facilities with access to the beach areas are available to the north, off **Jungle Hut Road**, and south at **Varn Park**.

Flagler Beach is approximately seven miles to the south along A-1-A. Seasonal lifeguard towers and dune walkovers to the beach are provided for your beach safety. Beach driving is not allowed in Flagler County. If you visit the beach, please take appropriate precautions. We recommend you swim only in lifeguard-protected areas as ocean currents (riptides) and underwater rocks on the northern Flagler beaches can be dangerous.

If you head north along A-1-A, you will find **Matanzas Inlet** and **Crescent Beach**, areas that do allow driving and parking directly on the beach. Or head south and enjoy **Daytona Beach** with its World's Most Famous Beach attractions. A beach access fee is imposed from Mid-March through September for all beach driving areas of St. Johns and Volusia counties.

-- Take Safety Seriously --
Florida's heat and intense sun can make you seriously ill.
Wear sunscreen at all times and drink plenty of water

RECREATIONAL AND OFF-SITE ACTIVITIES

Other Sporting Activities

Whether you prefer being an active participant or an involved spectator, a variety of choices are available during your visit to CMEL.

Fishing: Anglers are afforded many opportunities in Flagler County from trolling the freshwater creeks of the Haw Creek Preserve to enjoying a salt water “catch-of-the-day” off the Flagler Pier. The Pier charges an access fee, rents fishing equipment, and can help you obtain the proper state licenses. You may also want to try your hand at deep sea fishing on one of the 25 private charter and party boats out of the docks at **Ponce Inlet**.

Baseball: From April through early September, the **Daytona Beach Cubs**, a class A affiliate of the Chicago Cubs, play at historical Jackie Robinson Ballpark in Daytona Beach’s City Island. Call 386-257-3172 for schedule and ticket information.

College Sports: You may also want to catch a game of one of the fine college teams in the area. Many seasonal sports showcase the talents of our local schools including Bethune Cookman College, Embry-Riddle Aeronautical University, Daytona Beach Community College, Flagler College, and Stetson University.

Football: The **Daytona Beach Hawgs** are an affiliate of the National Indoor Football League with home games played at the Ocean Center in Daytona Beach. Call 386-257-9890 for schedule and ticket information.

The NFL’s **Jacksonville Jaguars** play their home games at Alltel Stadium in Jacksonville, about 70 miles to the north of Palm Coast. Call 904-633-2000 to see if single game tickets are available.

Sightseeing

In addition to the tennis, golf, and beaches you'll find near the Center, you may want to take advantage of the nearby cities if you have a long weekend. In fact, most of central Florida's recreational attractions are within 30 minutes to 2½ hours by automobile from Palm Coast.

For your convenience, a display rack with brochures for most of these attractions has been placed near the Front Desk. This material will provide additional information and suggestions for entertaining activities.

Daytona Beach

Famous for sunbathing, surfing, and fishing, Daytona Beach permits driving on its hard-sand packed beaches. Driving is limited to selected areas with a beach access fee imposed. The **Daytona International Speedway** with tour and museum facilities is easily located along International Speedway Boulevard, just east of the I-95 and U.S. 92 interchange (exit 261A-B). The **Daytona Beach Kennel Club** dog track is just west of the speedway complex entrance.

Daytona Beach also has the **Ocean Center** which seats 10,000 people for conventions or concerts and 8,400 people for sporting events. The **Peabody Auditorium**, a venue for smaller capacity events, hosts the Florida International Festival, bi-annually in July. This world-renown cultural event features the London Symphony Orchestra and an array of world-class guest performances.

In February, the area becomes a hub of activity for Speed Weeks, featuring the Sun Bank 24 Hours of Racing and the Daytona 500. In March, it's Bike Week, Black College Reunion, and Spring Break that continues through April. July features the Pepsi 400 race activities and October brings bikers back to the area for Biketoberfest.

St. Augustine

This charming city is the oldest continuously occupied city in the United States, and welcomes its visitors with its quaint, cobblestone walkways through its downtown historic district. During your visit, experience the beautiful Spanish architecture, lovely homes, and exquisite restaurants. Tour the fort at **Castillo de San Marcos National Monument**, the **Lightner Museum**, and the **Oldest Wooden Schoolhouse**.

RECREATIONAL AND OFF-SITE ACTIVITIES

On your way to St. Augustine, along Highway A-1-A, you'll find **Marineland** of Florida (the oldest oceanarium in the world), featuring live shows of dolphins and other sea animals. Although currently closed for renovations, it is expected to reopen in late summer 2005. If wildlife is your interest, you may want to visit the **Alligator Farm**, a zoological park featuring rare and exotic reptiles, birds and mammals.

If you are in the mood to experience Florida's natural beauty or learn more about its turbulent history, enter the lush grounds of **Washington Oaks State Gardens** or take the ferry across the Intracoastal Waterway to **Ft. Matanzas National Monument**.

Orlando

This central Florida city is one of the major tourist destinations in the world. You have an unlimited choice of attractions including **Walt Disney World**, **Epcot Center**, **MGM Studios**, **Universal Studios**, **Islands of Adventure**, and **Sea World**--all about a two-hour drive from the Center.

Other Options

Ponce Inlet, about a 1-hour drive south of Palm Coast, features deep sea fishing fleets offering daily excursions. The **Kennedy Space Center** is located near Titusville, just 1½ hours to the south.

For your enjoyment of Florida's tropical outdoor terrain, at least 10 state parks are within an hour's drive. These include **Washington Oaks State Gardens** (just 5 miles north on Highway A-1-A) and **Tomoka State Park** (12 miles south on Old Dixie Highway in Ormond Beach). In the cooler winter months, you can watch manatees at **Blue Springs State Park** (a 1-hour drive, off Hwy. 17-92). Other parks in the area feature some of the world's largest springs, underwater caves, and scuba divers' havens. Many parks also rent canoes or paddleboats and feature special naturalist presentations.

Shopping

Palm Coast is growing continuously and the many commercial shops and services continue to expand. The nearest shopping facility is a small convenience store and U.S. Postal Service Kiosk Branch at the corner of Clubhouse Drive and Palm Coast Parkway Northeast. It is about a five-to-ten minute walk, going west from the Center along the bike path.

Further along the north side of Palm Coast Parkway, at the intersection of Old Kings Road, you will find **Palm Harbor Shopping Village, Old Kings Commons**, and **The Shops at Palm Harbor**. You can walk to these centers from CMEL in approximately 15-20 minutes. A variety of restaurants, a large grocery store, video rental, hair salons, drug store/pharmacy, gift store, florist, an office supply store, a discount clothing retailer, and other specialty shops are located in this business/shopping district.

Cypress Point is another local shopping complex, just west of I-95 on Palm Coast Parkway. Cypress Point features a multi-service grocery store, large department/specialty store, restaurants and fast food establishments, health food store, hair and nail salon, florist, auto parts and service, and a variety of other shops and services. In this area, you will also find a Wal-Mart SuperCenter and Home Depot.

Approximately one-half mile further west, you will find another business strip at the corner of Palm Coast Parkway and Belle Terre Parkway. This area includes a hair salon, dry cleaner, restaurants, and another large grocery with liquor and pharmacy departments.

St. Joe Plaza, approximately two miles west of I-95 on Palm Coast Parkway Southwest, features restaurants, dry cleaner, hair salon, a four-screen movie theater, and various other small stores and businesses.

Larger shopping areas are located within a short, approximately 30-minute drive. Heading south of Palm Coast along I-95, you will find the **Volusia Mall** on International Speedway Boulevard in Daytona Beach (exit 261-A). Going north on I-95, you find two **Outlet Malls** at exit 318 (at I-95 and U.S. 16) or take exit 298 onto north U.S. 1 and enjoy shopping at the **Ponce de Leon Mall** (on U.S. 1) or **Cobblestone Village** (left on SR 316) in the St. Augustine area. In Jacksonville and Orlando, an even greater variety of shopping opportunities are available.

Additional Activity Information

Area Lodging

If you want to extend your stay in the area or have family members accompanying you, the following local lodging contacts are provided for your convenience. A number of other lodging options are available, depending on your requirements. See the receptionist at the Front Desk for additional choices. These are independent business and are not affiliated with CMEL. See the suggested web links on page 5-15 for more options.

Hampton Inn	386-446-4457
Holiday Inn Express	386-439-3939
Microtel Inn and Suites	386-445-8976
Ocean Hammock Resort	
Harborside Inn (<i>closing Nov. 2005</i>)	386-445-3000
The Lodge at Ocean Hammock	386-445-2947
Shire House Bed and Breakfast	386-445-8877
Sleep Inn	386-446-8180
Topaz Motel and Hotel	386-439-3301

Public Library

In addition to CMEL's Library Resource Center, you may want to visit the **Flagler County Public Library**. A branch is located at the corner of Belle Terre Parkway and Palm Coast Parkway N.W., about 3 miles west of CMEL. You may check out materials by presenting your FAA identification badge and completing a registration card that includes your home mailing address. For further information, call 386-446-6763.

Hours of Operation

Monday – Thursday	9 a.m. – 8 p.m.
Friday	9 a.m. – 6 p.m.
Saturday	9 a.m. – 5 p.m.
Sunday	1 a.m. – 5 p.m.

Religious Services

There are a variety of churches and a synagogue in Palm Coast and virtually all faiths and denominations are represented in Flagler, Volusia, and St. Johns counties. Service listings, travel directions, and additional information is maintained at the Front Desk.

Restaurants

If you are interested in going off-campus for food or drink, you have a wide selection of restaurants in the area. You may obtain information and directions from the receptionist at the Front Desk, as well as review the menu collection book in the lobby area. See the suggested web links on page 5-15 for more options.

Transportation Services

Local ground transportation is available throughout the area. You can choose from taxis, limousines, car rentals, or buses. If you drive in Florida, be aware of all traffic rules and regulations. We call your attention to the following safety laws.

Mandatory Seat Belt. Driver, front seat passengers, and any occupants under the age of 18 must be properly restrained by a safety belt or appropriate child restraint system. The law is enforced, with or without specific posted notice of the law on its highways.

Use of Headlights. Low beam headlights should be used at all times during twilight, fog, smoke, and rain. The rule for driving in the rain is, if you use your windshield wipers, turn on your headlights.

Open Container. Passengers, as well as drivers, are fined for the presence of an open container of alcohol found in vehicles. Florida legislation was also passed to enforce possible suspension of your driver's license if you are unable to pass alcohol Breathalyzer test.

Move Over. Drivers must provide a one-lane buffer between themselves and any police or emergency vehicle on the road shoulder. If traffic flow prohibits creating such a buffer, the driver must slow to a speed at least 20 miles below the posted speed limit.

RECREATIONAL AND OFF-SITE ACTIVITIES

The following transportation companies are independent businesses and are not affiliated with CMEL. Contact the business direct to arrange services. See the suggested web links on page 5-16 for more options.

A-1 Airport Express Service	386-445-8294
A-1 American Cabs	386-445-3544
AAA Taxi and Shuttle	386-447-6868
AAAffordable Express Airport Service	386-447-6290
Bel Taxi and Luxury Transportation	386-446-7755
Checker Cab of Flagler	386-447-6767
Daytona Shuttle	386-255-2294
Enterprise Rent-A-Car	386-437-0350
EPS Airport Express	386-445-4665
Flagler County Public Transportation	386-437-7300
Jeff's Taxi Shuttle	386-931-4660
PCI Limousine Service	386-445-3600
Personal Touch Taxi Service	386-445-1370

Web Links

The following websites may provide additional information on the Palm Coast/Flagler County area and attractions in Central Florida. These sites are independently owned and managed and are not affiliated with CMEL. Privacy policies vary among the sites and may not be in alignment with the policies of FAA and CMEL.

Area Overview Sites

<http://www.flaglerchamber.org/>
<http://www.flaglercounty.com/fbcc/>
<http://www.flagleronline.com>
<http://www.homeandlife.us>
<http://www.palmcoast.biz/portal/>
<http://www.visitflagler.org>

RECREATIONAL AND OFF-SITE ACTIVITIES

Dining

<http://www.flaglerchamber.org/apps/categoryindex?category=134>
<http://www.flagleronline.com/local/dining/>
http://www.homeandlife.us/flagler_county/restaurants.html
<http://www.oceanhammock.com/dining.php>
<http://www.visitflagler.org/dining.htm>

Lodging

<http://www.flaglerchamber.org/apps/categoryindex?category=100>
<http://www.flagleronline.com/local/visitors/hotels.asp>
<http://www.hamptoninn.com>
<http://www.ichotelsgroup.com>
<http://www.microtelinn.com/>
<http://www.oceanhammock.com/accommodations.php>
<http://www.visitflagler.org/lodging.htm>
<http://www2.choicehotels.com/ires/hotel/FL005>

Recreation / Sightseeing

<http://www.alligatorfarm.com>
<http://www.ci.palm-coast.fl.us/>
<http://www.cityofflaglerbeach.com>
<http://www.daytonabeachhawgs.com>
<http://www.daytonacubs.com>
<http://www.daytonainternationalspeedway.com>
<http://disneyworld.disney.go.com/wdw/index>
<http://www.hamptongolfinc.com>
<http://www.historicstaugustine.com>
http://www.homeandlife.us/flagler_county/activities.html
<http://www.icflorida.com>
<http://www.kennedyspacecenter.com/>
<http://www.marineland.net>
<http://www.orlandoinfo.com/>
<http://www.oceanhammock.com/courses.php>
<http://www.universalorlando.com>
<http://www.visitdaytona.com/>
<http://www.visitflagler.com/local/visitors/default.asp>
<http://www.visitflorida.com>
<http://www.visitoldcity.com/>
<https://www1.wildlifelicense.com/fl/>

RECREATIONAL AND OFF-SITE ACTIVITIES

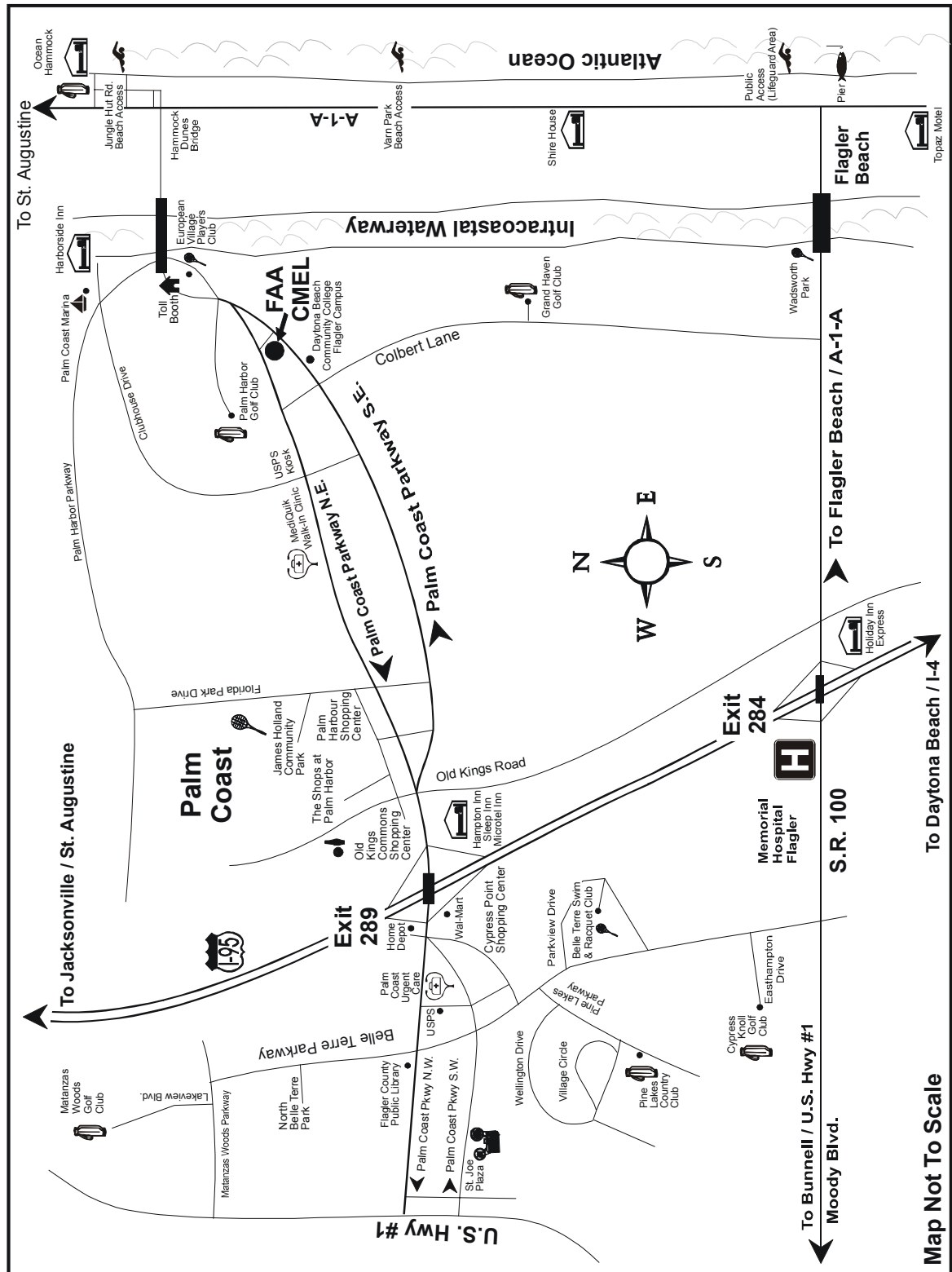
Transportation

<http://www.flaglerchamber.org/apps/categoryindex?category=146>

http://www.homeandlife.us/flagler_county/transportation.html

<http://www.visitflagler.org/getaround.htm>

RECREATIONAL AND OFF-SITE ACTIVITIES



Personal copies of this map are also available at the Front Desk.

Fee-for-Service Partnerships

Fee-for-Service projects have been an increasingly important segment of the training provided at CMEL since the program's implementation in the mid 1990s. Fee-for-Service offers a wide range of possibilities to better target specific groups and immediate needs. The depth and width of experience on the CMEL resource team allows projects to be designed, developed, and produced in a fully coordinated manner within deliverable timeframes, budget limitations, and other set requirements.

CMEL professionals can support your projects in all facets of:

- Instructional design, development, and training delivery;
- Web-based 360° Managerial Success Profile Assessment;
- Multimedia creation, production, and distribution;
- Start-to-finish conference hosting services; and
- Health Awareness education.

In March 2000, CMEL conducted a Benchmarking Study and has updated its findings in the intervening years. This study clearly showed that training organizations that offer on-going training opportunities in leadership and decision making strongly support the decision to use a residential facility. Residential training offers a comprehensive learning environment—face-to-face interaction, getting away from office distractions, and setting a high expectation for the learning experience.

Through this same Benchmarking Study, CMEL makes sure that you are getting high quality services that are delivered at the most effective cost possible. It's what you require from your training dollars and CMEL can make it happen.

In addition to the FAA, the Department of Transportation, and its other modal agencies, CMEL is authorized to develop business partnerships with all Federal, state, and local government organizations, even most international government-related agencies. Additional non-government organizations may qualify for CMEL services based on their aviation-related missions.

ADDITIONAL OPPORTUNITIES

Training Design and Delivery

The CMEL staff features an extraordinary cadre of highly training and experienced Instructor/Facilitators and Curriculum Developers. All personnel in these positions have a Masters or Doctorate degree in a field relevant to leadership training. They are also experienced in adult learning processes and have extensive on-hands performance while serving in a government or corporate supervisory or management position.

In addition, this group of professionals possesses a unique familiarity with the public sector workplace with special emphasis on the organization, initiatives, challenges, and systems of the Federal Aviation Administration and its affiliated lines of business.

This special expertise allows CMEL to provide exceptional non-technical training for FAA supervisors, managers, and executives and, through fee-for-service partnerships, offer other government agencies the benefit of our many years of experience in order to improve their organizational operation.

Leadership Training and Course Selection

CMEL's primary leadership training consists of an array of courses for essential non-technical training for agency managers, supervisors, and team leaders. These courses are available for delivery at our residential facility in Palm Coast, Florida; at our customer's facility; or in a variety of neutral field locations. Leadership training can involve an entire class customized for your organization, a few participants attending a scheduled class, or a curriculum series targeted for each level of organizational management.

The CMEL curriculum is clustered into four focused areas of instruction.

- Development of Effective Leaders
- Planning, Performance, and Measurement
- Collaborative Tools and Team Skills
- Leadership Fundamentals: Laws and Policies

Course and Workshop Listings

Specific course and workshop offerings may vary, based on demand and the requirements of your organization. For updated information and complete course descriptions, check our website—**www.cmel.faa.gov**

Additional Products and Services

Workshops

Focused workshops have been very effective and popular CMEL offerings. From a week-long symposium to a mini-session with multiple deliveries, these workshops are sure to engage your employees in building their skills and creative problem-solving processes. The positive response to these workshop sessions drives a system of continual refreshment of our existing offerings and the creation of new workshops as initiatives and challenges are experienced in the government workplace.

Sessions are *mini-modules* of agency and organization *hot topics* that are delivered in three- to eight-hour sessions. They may include a single delivery, two or three subjects intermixed within a conference/meeting setting, or a symposium format in which a series of workshops are available on a menu-selection basis throughout the week.

These specific, concentrated offerings are designed to meet various facility and workgroup needs, and can be easily customized to support emerging organizational initiatives in a timely and response manner, allowing immediate application in the workplace.

Managerial Success Profile Assessment

Using the 20/20 Insight software as a base, CMEL has developed a customized 360° feedback survey to reflect the unique challenges and skills required of today's Federal managers and supervisors. This product, the Managerial Success Profile Assessment, includes the full array of sixteen competencies and their associated sets of behaviors as identified and valued by the FAA's Managerial Workforce Planning Council.

The web-based assessment is currently used in a number of CMEL courses including Frontline Manager Course-Phase II: *Managing for Results*; Frontline Manager Course-Phase III: *Managing for High Performance*; Strategic Planning; Strategic Planning through the Power of Vision; and Influence, Inquiry & Implications. Each survey, incorporated as a mandatory precourse assignment, includes a selection of competencies or skills that reflect course objectives. The Individual Reports are then distributed and debriefed early in the class, in order that Action Plans can be developed to effectively utilize the feedback data. It is important to note that only the person who is being assessed sees the report. It is not used for performance evaluation.

ADDITIONAL OPPORTUNITIES

This assessment instrument is also available under a fee-for-service (FFS) partnership arrangement as a customized or off-the-shelf (OTS) product. A number of FFS customers have taken advantage of the availability and have used it as a process for identifying individual development areas within their unit or organization. Others have used the 360° assessment tool and individual reports as part of a custom designed training curriculum.

Multimedia Production

FAA Productions Florida is based at CMEL to support all FAA lines of business as well as other government clients. An award-winning team of creative professionals, the group is uniquely familiar with the strategic goals, operational challenges, and expected outcomes inherent in the Federal work environment. This concept-to-reality multimedia crew provides dynamic media solutions for training, marketing, branding, public affairs, and/or organization-wide communication.

The studio features the latest digital technology and equipment to produce high-impact, broadcast quality results. Various delivery platforms are offered including pre-recorded video and DVD, live broadcasts, or web-based programming.

Capability areas of FAA Productions Florida include:

- Scriptwriting
- Storyboards
- Talent Casting and Coaching
- Multicamera videography (digital and analog)
- Avid Non-linear Editing
- 3D Animation and Virtual Environments
- Direction
- Narration
- Audio Mixing
- Package Design, Duplication, and Distribution
- Closed-Captioning
- Alternate Media Delivery Platforms

Conference Hosting and Meeting Support

Want a great place to hold your conference or workgroup meeting? If so, CMEL is your solution! CMEL offers full program coordination that is experienced in taking care of the details, while making sure the big picture is achieved. Early on, the CMEL contact team asks the questions you might forget and provides the solutions. Now, you too can be a part of your event, instead of running around finding the missing pieces.

CMEL specialists are also on hand to help in materials design and preparation, event facilitation, and program evaluation. Multimedia production and distance learning expertise can also be called upon to make your event a success.

From small work groups to large events, CMEL has the meeting facilities to accommodate up to 110 people in a comfortable, learning-conducive setting. All classrooms are equipped with overhead projection (dual screen in the larger rooms) that is directly linked for video and computer output. For smaller numbers or committee work, multiple breakout rooms are available with worktables, computers, and video recording equipment.

Meeting and conference events can also schedule the use of the facility's multi-user computer lab. The lab has 24 user workstations and one Session Leader control workstation. The control workstation has a LCD projector connected for transfer to a large-format screen display, making it viewable for the entire group. The lab incorporates Microsoft® Windows, Microsoft® Office, and connectivity to the FAA WAN, intranet, and internet. Also available is the Ventana Group Systems software, a meeting management software package, that enhances participant interaction and features various tools for effective decision making.

Resort-like, residential lodging accommodations feature all private rooms with private bath, TV, data line, telephone with voice mail and daily housekeeping services. The quality Horizons Café is conveniently located on-site in the main training building and serves healthy and appetizing selections for breakfast, lunch, and dinner.

Health Awareness Education and Assessments

The wellness opportunities that CMEL offers to its guests through the Health Awareness Program continually receive high praise and documented evidence of the power of this education outreach. These services are now available for your organization to incorporate into a fee-for-service project.

ADDITIONAL OPPORTUNITIES

With a Master of Science degree in Health, the CMEL Health Awareness Coordinator provides a wealth of information about current health topics and healthy living choices. During the presentation sessions, wellness issues are explained in lay terms to better equip participants with knowledge to advocate for improved health and performance, both in their personal lives and in the workplace.

General topics include: Energy and Productivity, Heart Health and Nutrition, Stress Management, and Cancer Awareness. In addition, hundreds of books, pamphlets, videos, and other information are maintained on specialized subjects of individual interest.

Health screening services are a pivotal part of the Health Awareness Program provided at CMEL. These assessments and the informative debrief and results counseling help individuals to learn more about their current health status in order to make knowledgeable choices in their daily lives. Available assessments include:

- Blood Chemistry Analysis - Total Cholesterol, HDL, LDL, ratio, Triglycerides, and Glucose.
- Blood Pressure Measurement
- Body Fat Measurement via near-infrared analyzer
- Grip Strength and Flexibility
- Height/Weight and Waist/Hip Ratio Measurements
- Health Risk Appraisal - risk evaluation and health age

The Business Inquiry Process

Develop

It is easy to initiate a fee-for-service business partnership with CMEL. It starts with a short telephone call or email message, indicating your interest in working with CMEL. Our professional staff will then assist you in determining if the CMEL product line holds the answer to your training needs.

Discuss

A brief telephone interview will follow to explore the requirements and desired outcomes of your project and determine CMEL's ability to deliver effective solutions. Standardized costing has been developed for most of our existing off-the-shelf (OTS) course and workshop offerings and these estimates can usually be provided during preliminary discussions. CMEL staff will work with you to develop a summary statement of work (SOW) describing the essentials of the requirement.

Design

Upon receipt of your SOW, CMEL will respond with a complete cost estimate for your work request. Upon approval, organizations will provide an appropriation code for funds transfer to the CMEL account and initiate a Memorandum of Understanding (MOU).

Delivery and Success

The training event will be scheduled and delivered for the date and place that is convenient for your group.

**On Time - On Target - On Budget
CMEL Designs Training That's Geared To YOUR Success**

**Call Today!
386-446-7223**

Alphabetical Index

#

20/20 Insight software	6-3
360° Assessment	6-1, 6-3, 6-4

A

A-1 Airport Express Service	5-14
AAA Taxi and Shuttle	5-14
AAAffordable Express Airport Service.....	5-14
accommodations	3-1
accreditation	1-5
ADTN	3-10
aerobics	5-1, 5-3
airport.....	4-2, 4-4
Al-Anon	2-9
alcohol / alcoholic beverages	2-9, 4-3, 5-3
Alcoholics Anonymous	2-9
Alligator Farm.....	5-10
anti-virus software	3-11
area lodging	5-12
area map.....	5-17
arrival	4-5
Atlantic Ocean.....	5-7
Attending Physician's Report	2-6
audio/video projection	3-2
Authorization for Examination and/or Treatment.....	2-6
auto parts and service	5-11

B

baseball.....	5-8
basketball	5-1, 5-3
beaches	
beaches	5-7, 5-9
beach access.....	5-7
beach access fee.....	5-7
beach driving	5-7
Bel Taxi and Luxury Transportation	5-14
Belle Terre Park	5-6
Belle Terre Swim and Racquet Club	5-6
benchmarking study	6-1
Bethune Cookman College	5-8

GUEST HANDBOOK INDEX

B *(continued)*

bicycles	
bicycles	5-1, 5-5, 5-7
bicycle helmet	5-1
bicycle storage	5-1, 5-3
bicycle trails	5-1, 5-2
Bike Week	5-9
Biketoberfest.....	5-9
Bings Landing	5-7
Biohazardous waste	2-5
bird watching	5-7
Black College Reunion	5-9
blood chemistry analysis.....	6-6
blood contamination	2-5
blood pressure.....	6-6
bloodwork	2-9
Blue Springs State Park.....	5-10
boats.....	4-4
body fat measurement.....	6-6
bomb.....	2-3
box lunch	3-6
breakout room	3-2
building evacuation	2-1, 2-3, 2-4
business inquiry process	6-7
business partnership	6-1

C

C1	2-6
CA-16	2-6
cafeteria.....	3-5
call tracking.....	3-8
campers.....	4-4
car pool.....	4-2, 4-4
Castillo de San Marcos National Monument.....	5-9
casual business attire	4-3
charter boats.....	5-8
check-in	3-1, 3-5, 4-1, 4-2
check-out.....	4-1
checkpoint locations	2-1, 2-3
chemical dependency.....	2-9
childcare	4-6
church.....	5-13
Citrix	3-11

GUEST HANDBOOK INDEX

C (continued)

class cancellations	2-4
classroom attire	4-3
classroom climate	4-3
clothing retailer	5-11
clothing	4-3
Cobblestone Village	5-11
CoLab	3-10
computer	
cables	3-11
computer	3-2, 3-10
lab	3-13
registration	3-10, 4-3
usage rules	3-11
conference hosting	6-1, 6-5
contract management	iii
contract organizations	iii, 1-3
copy services	3-14
cost estimate	6-7
Council on Occupational Education	1-5
counseling	2-9
course listings	6-2
course selection	6-2
courtesy phones	3-7
CPR	2-5
credit cards	2-5, 3-5
Crescent Beach	5-7
Critical Incident Stress Debriefing	2-9
curriculum	6-2
Cypress Knoll Golf Club	5-5
Cypress Point	5-11

D

Daytona Beach Community College	5-8
Daytona 500	5-9
Daytona Beach Cubs	5-8
Daytona Beach Hawgs	5-8
Daytona Beach Kennel Club	5-9
Daytona Beach	5-7, 5-9
Daytona International Speedway	5-9
deep sea fishing fleets	5-10
Department of Labor	2-6
Department of Transportation	6-1

GUEST HANDBOOK INDEX

D (continued)

department/specialty store.....	5-11
departure	4-5
Designated Safety Zone	2-1, 2-2, 2-3
dial-up service	3-11
dining facilities	3-5, 4-3
display rack.....	5-9
dry cleaner.....	5-11
dune walkovers.....	5-7
Dynamic Host Configuration Protocol.....	3-11

E

EAP	2-9
email access.....	3-10
Embry-Riddle Aeronautical University	iii, 1-3, 5-8
emergency	
alarm	2-1, 2-3, 2-4
assistance	i, 2-1, 2-5
contact	2-1, 2-3
emergency procedures.....	3-1
exit lights	2-8
exits.....	3-1
messages.....	3-7
Emergency Preparedness Bulletin Board.....	2-1
Enterprise Rent-A-Car	5-14
Epcot Center.....	5-10
EPS Airport Express.....	5-14
ERAU	iii, 1-3, 5-8
European Village Players Tennis club	5-6
exercise	5-3
expense vouchers	4-5
explosion	2-3

F

FAA Academy	1-3, 1-5
FAA Productions Florida.....	6-4
FAA staff	iii, 1-3
facility diagram.....	3-2, 3-3, 3-4
facsimile (FAX)	iii, 3-1, 3-8
FAMDA.....	iii, 1-4
family	3-6, 4-2, 4-6, 5-12
fast food.....	5-11

GUEST HANDBOOK INDEX

F *(continued)*

Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation.....	2-6
Federal Express	3-14
fee-for-service	4-5, 6-1, 6-2, 6-4, 6-5, 6-7
fire	
fire	2-3
alarm.....	2-8
doors.....	2-8
extinguishers.....	2-8
sprinklers	2-8
First Aid.....	2-5
fishing	
equipment rental	5-8
fishing	5-7, 5-8
license	5-8
fitness.....	5-1
Flagler Beach.....	5-7
Flagler College.....	5-8
Flagler County Parks and Recreation	5-7
Flagler County Public Library	5-12
Flagler County Public Transportation	5-14
Flagler Pier.....	5-8
Florida Aviation Management Development Associates	iii, 1-4
Florida Hospital Flagler	2-7
Florida International Festival	5-9
Florida Statute	4-3
Florida Tennis Center.....	5-6
Florida traffic rules and regulations	5-13
florist	5-11
Food Services Manager	3-5
free weights.....	5-3
Frieda Zamba Aquatic Complex.....	5-6
Frontline Manager Course-Phase II	4-1, 4-5
Ft. Matanzas National Monument	5-10
FTS access	3-7, 3-8

G

golf	5-5, 5-9
grip strength and flexibility.....	6-6
grocery	5-11
guests	3-6, 4-2

GUEST HANDBOOK INDEX

H

hair dryer	3-1
hair salon	5-11
Hampton Inn	5-12
HAP representatives	2-9
Harborside Inn	5-12
Haw Creek Preserve	5-7, 5-8
hazardous materials	2-4
headlights	5-13
Health Awareness Coordinator	iii, 2-9, 6-6
Health Awareness Program	2-9, 6-5
health awareness	2-5, 6-1, 6-5
health food	5-11
Health Risk Appraisal	6-6
HealthTrail	5-3, 5-4
heat sensors	2-8
height/weight	6-6
Herschel King Park	5-7
Holiday Inn Express	5-12
Home Depot	5-11
Horizons Café	
Horizons Café	iii, 3-5, 6-5
hours of operation	3-5
hospital	2-5
hosted events	4-5
housekeeping	3-1
hurricane	2-4

I

ice machine	3-1
ID badge	4-2, 5-12
illness	2-5
IMAX Theatre	5-6
incidentals	4-6
injury	2-5
instructional design	6-1
interim stays	4-5
internet	3-1, 3-10
Intracoastal Waterway	5-1
intranet	3-10
iron and ironing board	3-1
Islands of Adventure	5-10

GUEST HANDBOOK INDEX

J-K

Jackie Robinson Ballpark	5-8
Jacksonville Jaguars	5-8
James Holland Memorial Park	5-6
jogging	5-2
Jungle Hut Road	5-7
kayaking	5-7
Kennedy Space Center	5-10

L

LAN access, connection	3-1, 3-11
lancets	2-5
laundry	3-1, 3-6
leadership training	6-2
Library Resource Center	
hours of operation	3-13
lending service	3-13
Library Resource Center	iii, 3-10, 3-13, 3-14
lifeguard towers	5-7
Lightner Museum	5-9
linens	3-1
liquor	5-11
lite choice	3-5
lodging	3-1, 4-2, 4-5, 6-5
London Symphony Orchestra	5-9
Lotus Notes mail	3-10
lounges	3-5
LPGA International Resort	5-6

M

M&IE	4-5
mail	3-14
mailing address	3-14
mailing and shipping	3-14
main facility phone	i, 3-7
Managerial Success Profile Assessment	6-1, 6-3
maps	3-3, 3-4, 5-2, 5-4, 5-17
Marineland	5-10
Matanzas Inlet	5-7
Matanzas Woods Golf Club	5-5
meal tickets	3-5, 3-6, 4-1, 4-5
Medi Quick Walk-in Clinic	2-7
medical care	2-5

GUEST HANDBOOK INDEX

M *(continued)*

medical	
care	2-5
facilities	2-5, 2-7
insurance.....	2-5
services	2-5
meeting	
facilities	6-5
room	3-2
support	6-5
Memorandum of Understanding	6-7
MGM Studios.....	5-10
Microtel Inn and Suites	5-12
move over law	5-13
movie theater.....	5-11
multimedia	6-1, 6-4

N

National Football League.....	5-8
National Indoor Football League.....	5-8
Nautilus.....	5-1, 5-3
network access	3-10
newspapers	3-13
non-smoking	3-1, 4-4, 5-3
North Belle Terre Park.....	5-6

O

Ocean Center	5-8, 5-9
ocean currents.....	5-7
Ocean Hammock Golf Club	5-5
Ocean Hammock Resort	5-12
Ocean Palm Golf Course.....	5-6
oceanarium.....	5-10
Office of Workers' Compensation Programs.....	2-7
off-site lodging	4-6
off-site recreation.....	5-5
Old Kings Commons Shopping Center	3-6, 5-11
Oldest Wooden Schoolhouse	5-9
open container.....	4-3, 5-13
Orlando.....	5-10
Outlet Malls.....	5-11
overflow parking	3-1
oversized vehicles	4-4

GUEST HANDBOOK INDEX

P

Palm Coast Urgent Care	2-7
Palm Harbor Golf Club	5-5
Palm Harbor Shopping Village	3-6, 5-11, 5-6
parking	
parking	3-1, 4-2, 4-4
parking permit	3-1, 4-1
PCI Limousine Service	5-14
Peabody Auditorium	5-9
Pepsi 400	5-9
personal computers	3-10, 4-3
pets	4-4
pharmacy	2-5, 5-11
phone contacts	iii
phone extension numbers	3-7, 3-9
photo identification	4-2
Pine Lakes Country Club	5-5
Ponce de Leon Mall	5-11
Ponce Inlet	5-8, 5-10
pool	2-8, 4-3, 5-1, 5-3
postage stamps	3-14
POV expenses	4-6
power outages	2-8
Princess Place Preserve	5-7
public library	5-12
hours of operation	5-12
public library	5-12

R

racquetball	5-1, 5-6
reasonable accommodation	3-2
Receipt of Notice of Injury	2-7
recreation facilities	
recreation facilities	4-2, 4-3, 5-1
hours of operation	5-1
recreational vehicles (RVs)	4-4
refreshments	3-5, 3-6
registration	4-1
religious services	5-13
rental cars	4-6
residence hall	3-1
restaurants	5-11, 5-13
riptides	5-7
Ronald K. Vetter	iii, 1-4

GUEST HANDBOOK INDEX

R *(continued)*

room key	3-1, 4-1, 5-3
room preference	4-4
rowing machine	5-3

S

scanning software	3-11
Sea World	5-10
seat belts	5-13
security	iii, 2-8, 3-1
service animals	3-2, 4-4
sharps	2-5
shipping/receiving	iii
Shire House Bed and Breakfast	5-12
shopping	5-11
Shops at Palm Harbor	5-11
shorts	4-3
shuffleboard	5-1, 5-3
shuttle service	4-2, 4-6, 5-14
sightseeing	5-9
skate park	5-7
Sleep Inn	5-12
smoke detectors	2-8
smoking	3-1, 4-4
snacks	3-6
special dietary requirements	3-5
special incidental rate	4-6
special itineraries	4-7
special needs	3-2
Special Projects Coordinator	3-2
spectator sports	5-8
Speed Weeks	5-9
sports equipment	5-3
Spring Break	5-9
St. Augustine	5-9, 5-11
St. Joe Plaza	3-6, 5-11
standardized costing	6-7
Statement of Purpose	1-1
statement of work	6-7
Stetson University	5-8
Student Services	iii, 2-1, 3-2, 3-7
sunscreen	5-7
symposium	6-3
synagogue	5-13
syringes	2-5

GUEST HANDBOOK INDEX

T

Table of Contents	v
taxi services	4-2, 5-5, 5-14
tee times	5-5
telephone	
contacts	iii
extension numbers	3-7, 3-9
telephone	3-1, 3-7
television	3-1
tennis	5-6, 5-7
The Lodge at Ocean Hammock	5-12
threat checklist	2-3
threats	2-1, 2-3, 2-4
thunderstorms	2-4
Titusville	5-10
toll charge	5-7
Tomoka Sate Park	5-10
Topaz Motel and Hotel	5-12
tornado	2-4
towed vehicles	4-4
towels	3-1
training design	6-2
transportation services	2-5, 2-6, 5-13, 5-14
travel	
travel authorization	4-5, 4-6, 4-7
travel exceptions	4-5, 4-6, 4-7
travel guidance	4-5, 4-6, 4-7
treadmill	5-3
T-shirts	4-3

U

U.S. Postal Service	3-14, 5-11
underwater rocks	5-7
United Parcel Service	3-14
Universal Studios	5-10
USA Tennis Florida	5-6
USA Today	3-13
utility trailers	4-4

GUEST HANDBOOK INDEX

V

Valdez International Corporation	iii, 1-4
Varn Park.....	5-7
vending machine	3-6, 3-13
video production services	6-4
video rental.....	5-11
virus check.....	3-10
virus protection	3-11
visitor pass.....	3-6, 4-1
voice mail.....	3-1, 3-7
volleyball.....	5-1, 5-3
Volusia Mall	5-11

W

Wadsworth Park	5-7
waist/hip ratio.....	6-6
walk-in clinics.....	2-5, 2-7
Wal-Mart.....	5-11
Walt Disney World	5-10
Washington Oaks State Gardens	5-10
Washington Post	3-13
weather.....	2-4
web links	5-14
web-based assessment.....	6-1, 6-3, 6-4
welcome	i
work-related Medical Treatment	2-6
workshop listings	6-4
workshops	6-3
World Golf Hall of Fame	5-6
World Golf Village.....	5-6
World's Most Famous Beach.....	5-7